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220029

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Sent: Wednesday, October 28, 2009 1:33 PM
To: CLECreport
Cc: tallen@regstaff.sc.gov; Tyler, Terrance M
Subject: CF SC_CCO CLEC Service Quality Rpt 2nd Quarter
Attachments: CF SC-CCO CLEC Service Quality Quarterly Rpt 3Q09 NP.doc; CF SC-CCO CLEC Service Quality Quarterly Rpt 3Q09 (4).doc

As required by R. 103-614,618,619,661 and 663 attached is the Non-Proprietary and Confidential versions of the 3rd Quarter 2009 reports for Charter Fiberlink SC-CCO, LLC. If you have any questions regarding this reporting please contact me directly at the number listed below or via email.

Thanks

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NON-PROPRIETARY

SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT

SOUTH CAROLINA OPERATIONS

COMPANY NAME

Charter Fiberlink SC-CCO, LLC

QUARTER / YEAR

3rd Q / 2009

Month:

April

May

June

Number of Customer Access Lines

Trouble Reports / Access Line (%)

_____ %

_____ %

_____ %

Customer Out of Service Clearing Times (%)

_____ %

_____ %

_____ %

New Installs Completed w/in 5 Days (%)

_____ %

_____ %

_____ %

Commitments Fulfilled (%)

_____ %

_____ %

_____ %

Comments / Explanations: _____

Person Making Report / Contact Information: Betty J. Sanders, Director Regulatory Affairs, email: CFL.Regulatory@chartercom.com, ph: 314-288-3259, fax: 314-288-3555